

TRICARE Europe

Release

"Your passport to quality health"

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Health Care Tips for Holiday Season

For many TRICARE Prime beneficiaries in Europe, the holiday season is a time for visiting — and visits from — family members who reside in the continental U.S. The following is a synopsis of need-to-know information about health care during this busy travel season.

Visiting Family in the States

If you will be traveling to the states for a visit that exceeds 60 days, contact your TRICARE Service Center (TSC) to request a transfer of your Prime enrollment to the region in which you will be staying. When you arrive at your destination, you must contact the gaining TSC to ensure your enrollment is transferred. A TRICARE representative there will tell you how you can obtain care in their region, where to send your claims, and will provide you with information on the local civilian provider network. Once you return to Europe, you must contact your TSC again to ensure your Prime enrollment is transferred back.

Emergency Care

Authorization is not required if you need emergency medical care when traveling in the U.S., regardless of where you are enrolled. Go to your nearest military or civilian emergency room. If it is not an emergency, we recommend you wait until you return home to receive care. If you cannot wait, take the following steps:

- Go to the nearest Military Treatment Facility (MTF). If there is no local MTF, call toll-free 1-888-777-8343 numbers to find out if there is a TRICARE network provider located near you.
- If there is none, make sure the civilian provider accepts the TRICARE/CHAMPUS allowable charges as payment in full; otherwise you may be responsible for 15 percent of the allowable

charge. If you find yourself in this situation, contact your nearest TRICARE office for assistance (locations and numbers are available at www.tricare.europe.osd.mil).

- The provider may file the claim for you, or you may be expected to pay first and then file the claim for yourself. In either case, all claims for family members enrolled in TRICARE Europe who receive care in the U.S. should be mailed to Wisconsin Physicians Services (WPS) at: TRICARE Europe, WPS - Foreign Claims, P.O. Box 8976, Madison WI 53708-8976.

Visiting Children of Active Duty Members Assigned Overseas

If you have children who attend school in the U.S. but return overseas to stay with you for an extended period (over 60 days) during the holiday season, we recommend you transfer their enrollment to TRICARE Europe Prime. Local enrollment ensures priority access to care and smooth claims processing. If they stay with you for only a few days, we recommend they remain enrolled in their stateside TRICARE region. Note that children must reside with you, their overseas-assigned active duty sponsor, in order to be eligible for TRICARE Europe Prime.

When students who have transferred their enrollment to TRICARE Europe return to school in the U.S., they must outprocess with their servicing overseas TSC and return to the Prime or Standard coverage they had in the states. Contact your TSC for more information. Please note that children of retirees who are enrolled in TRICARE Prime in the states but stay with their retired sponsor overseas for over 60 days should have their sponsor notify their stateside TSC to disenroll. TRICARE Prime is not available to retirees and their families overseas.

Other Visiting Family Members

If your parents, in-laws, or other non-TRICARE eligible family members visit you this holiday season, they must ensure that their private health insurance policy covers them overseas. Medicare does not pay for care received overseas. If your visitors are covered under Medicare, ensure that they are aware of this rule and understand that there are no exceptions. In either of these cases, your visitors may wish to purchase temporary travel insurance.

For more information about TRICARE and traveling, see www.europe.tricare.osd.mil, or stop by your local TRICARE Service Center.